DEC STD 071-0 Field Change Order Policy - Introduction

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ABSTRACT: This section defines the standards governing the worldwide policy and general requirements for processing all Field Change Orders (FCOs). This section explains the required contents, format, and approvals for all FCOs. It specifies the general organizational requirements and responsibilities and FCO categories with definitions. This section also addresses implementation requirements, the FCO installation and material policy, customer notification requirements, and FCO expense allocation responsibilities. Also included are the generic processing overview and notification publications.

APPLICABILITY: This standard is a mandatory worldwide policy for anyone processing FCOs to products manufactured or distributed by Digital Equipment Corporation. This standard may be supported by policies and procedures from various functions. Such supporting documents do not replace this standard.

STATUS: APPROVED 26-Feb-1990; use VTX SMC for current status.

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1 INTRODUCTION

1.1 PURPOSE

This standard defines the roles and responsibilities of those organizations that process and implement Digital Field Change Orders (FCOs). It defines the categories, format, content, and generic processing requirements for FCOs.

1.2 SCOPE

This standard applies to all individuals and organizations worldwide that are responsible for the development, processing, and implementation of Digital Field Change Orders.

This standard addresses five major elements of FCOs: the general requirements and responsibilities of eight (8) major functions within the corporation responsible for the development, processing, and implementation of FCOs; the documentation requirements and approval processes; the definitions of the five FCO Categories; the generic processing requirements; and the requirements for notification publications.

This standard shall be used worldwide, whenever a Field Change Order is deemed necessary for products manufactured or distributed by Digital Equipment Corporation.

1.2.1 Approval Policy

This section of DEC STD 071 contains the high level policy statements for Field Change Orders. The Field Service Management Committee (FSMC) is responsible for the content of this standard. Therefore the approval body for this document is that committee. The general review group for this document is defined as the FSMC.

1.2.2 Digital Standards Incorporated By Reference

These referenced standards are applicable as if they were incorporated herein in their entirety.

DEC STD 071-1 Field Change Order Policy - Customer Services Systems Engineering
DEC STD 071-2 Field Change Order Policy - Field Service Headquarters Logistics
DEC STD 071-3 Field Change Order Policy - Customer Services Product Safety and Liability
DEC STD 071-4 Field Change Order Policy - Field Service Base Geography Groups (USA, GIA, Europe)
DEC STD 071-5 Field Change Order Policy - MicroMedia Publishing
DEC STD 071-6 Field Change Order Policy - Field Service Headquarters Logistics Quality
DEC STD 071-7 Field Change Order Policy - Field Service Finance
DEC STD 071-8 Field Change Order Policy - Field Service Self Maintenance Services (Draft))
DEC STD 100-0 Policy and Requirements for the Product Change Process
DEC STD 100-1 Engineering Change Orders - Hardware
DEC STD 132-0 Customer Services Product Safety and Liability Policy and Procedures

1.3 DEFINITIONS

The following words and phrases have been defined for use in interpreting this standard.

1.3.1 On-site

On-site is defined as the customer's site.

1.3.2 Off-site

Off-site is defined as the designated Digital repair facility (return-to-factory).

1.3.3 On an Exchange Basis

The phrase "on an exchange basis" is defined as the one-for-one exchange of a part(s) (field replaceable unit). The financial definition is net after credit for return of part(s).

2 FCO GENERAL REQUIREMENTS AND RESPONSIBILITIES

All originators of FCO documents within Digital shall comply with the requirements set forth in this standard. This standard incorporates other Digital standards by reference.

In general, no FCO may be issued, in whatever format, without first having a First Issue (approved) Engineering Change Order (ECO). Refer to *DEC STD 100-1 Engineering Change Orders - Hardware*. However, this does not preclude the rare occasion where an FCO may be necessary without a corresponding ECO.

It is the responsibility of each organization mentioned in this document to conform to this standard, and to develop internal policies and procedures that comply with the requirements of this standard.

The functions and responsibilities of organizations involved in field change orders are included in the following subheads.

2.1 CUSTOMER SERVICES SYSTEMS ENGINEERING

Customer Services Systems Engineering (CSSE) is responsible for interfacing with Engineering and Manufacturing to evaluate ECOs and Manufacturing Change Orders for field effectivity. CSSE is responsible for the initiation of the FCO Process and for establishing the CSSE FCO Team.

CSSE is responsible for overall FCO process management responsibilities, creation of the FCO and Corporate Implementation Plan documents, and the technical content of the FCO and Corporate Implementation Plan. Refer to DEC STD 071-1.

2.1.1 Corporate Implementation Plan

All FCOs require an FCO Corporate Implementation Plan (CIP) in the format set forth in *DEC STD 071-1 Field Change Order Policy - Customer Services Systems Engineering (CSSE)*.

A Preliminary FCO CIP shall be created during the initial phase of FCO development and planning. A Final FCO CIP shall be completed prior to releasing the FCO.

All Preliminary FCO CIPs shall be submitted for review and approval to the level of management as defined in the Preliminary FCO Corporate Implementation Plan Signature Approval Matrix. Refer to Appendix A of this Standard.

2.2 FIELD SERVICE HEADQUARTERS LOGISTICS

Field Service Headquarters Logistics (FSHL) is responsible for the material planning and distribution support sections of the FCO process and FCO CIP development. Field Service Headquarters Logistics is responsible for supplying material (EQ Kits) and FA documents to the three Geographies during the implementation of the FCO. Refer to *DEC STD 071-2 Field Change Order Policy - Field Service Headquarters Logistics*.

2.2.1 Material Requirements

Manufacturing is responsible for supporting FSL material requirements as specified in the FCO CIP.

2.3 CUSTOMER SERVICES PRODUCT SAFETY AND LIABILITY

Customer Services Product Safety and Liability (CSPS & L) is responsible for ensuring that all FCOs comply with applicable product safety standards. Refer to *DEC STD 071-3 Field Change Order Policy - Customer Services Product Safety and Liability*.

2.3.1 FCO Product Safety Requirements

All applicable documentation and actual FCO installation work shall conform to the product safety requirements set forth in *DEC STD 071-3 Field Change Order Policy - Customer Services Product Safety and Liability* and shall conform to all applicable Digital Product Safety Standards.

2.3.1.1 Requirement for Issuing a Category (S) FCO

Category (S) FCOs by definition are issued to reduce or eliminate in a product a potential risk of personal injury, substantial property damage, or to make a product compliant with applicable product safety standards, laws or regulations. Customer Services Product Safety and Liability will not approve a Category (S) Field Change Order for any other purpose.

2.3.2 Product Safety Recall Requirements

In Product Safety Recall situations, where additional requirements apply, described in *DEC STD 132-0 Customer Services Product Safety and Liability Policy and Procedures*, subhead 4, this standard shall also apply.

2.4 FIELD SERVICE BASE GEOGRAPHY GROUPS (USA, EUROPE, GIA)

The three Field Service Base Geography Groups, United States, Europe and the General International Area, are responsible for the implementation of all approved FCO CIPs.

Field Service Base Geography Groups shall implement all FCOs according to their Field Implementation Plans and as defined in the FCO Corporate Implementation Plan.

Field Service Base Geography Groups are responsible for reporting actual FCO installation volumes and expense on a monthly basis, during the FCO implementation phase.

Refer to *DEC STD 071-4 Field Change Order Policy - Field Service Base Geography Groups (USA, Europe, GIA)*.

2.5 MICROMEDIA PUBLISHING

MicroMedia Publishing (MMP) is responsible for final editing publication, and distribution of the FCO document on a worldwide basis. MicroMedia Publishing is responsible for creating, updating, and publishing the FCO Log (DEC-O-LOG). Refer to *DEC STD 071-5 Field Change Order Policy - MicroMedia Publishing*.

2.5.1 FCO Number

The originator shall designate an FCO number consisting of two elements. All elements are required and are as follows:

a. A Class Identifier and Base Element identifying the product to be changed (2-5 character format, that is, 00-VT100).

b. An FCO Category and a Change Sequence Element (4 character format, that is, S001)

The originator shall define the Class Identifier, Base Element and FCO Category. The originator, however, should obtain the Change Sequence Element from MicroMedia Publishing.

EXAMPLE FCO NUMBER: 00-VT100-S001 = Category (S) FCO for the VT100.

NOTE

All FCOs require a number. The FCO number must be written against the option level or higher and conform to DEC STD 071-5.

2.5.2 FCO Document

All FCOs must be written using FCO Form EN-01095-12. Refer to *DEC STD 071-5 Field Change Order Policy - MicroMedia Publishing*, Appendix A). All data items on the form shall be completed according to the standard.

2.6 FIELD SERVICE HEADQUARTERS LOGISTICS QUALITY

Field Service Headquarters Logistics Quality (FSHLQ) is responsible for ensuring that all FCOs comply with applicable Digital standards. Refer to *DEC STD 071-6 Field Change Order Policy - Field Service Headquarters Logistics Quality (FSHLQ)*.

2.6.1 FCO Quality Requirements

All documentation and actual FCO work shall conform to the quality standards set forth in *DEC STD 071-6 Field Change Order Policy - Field Service Headquarters Logistics Quality (FSHLQ)* and shall conform to all applicable Digital standards.

2.7 FIELD SERVICE FINANCE

Field Service Finance (FSF) is responsible for reviewing and approving financial schedules in the FCO CIP, reviewing the financial impact of the FCO CIP, and for measuring the total FCO CIP expense budget. FSF is also responsible for monitoring the actual performance to budget as required. Refer to *DEC STD 071-7 Field Change Order Policy - Field Service Finance*.

2.8 FIELD SERVICE SELF MAINTENANCE SERVICES

Field Service Self Maintenance Services (FSSMS) is responsible for providing an FCO Log subscription service for Non-Warranty and Non-Contract Customers. This subscription service is called DEC-O-LOG.

Field Service Self Maintenance Services is responsible for providing the FCO EQ kit and the FA Document for Category (S) Field Change Orders at no charge and on an exchange basis to Non-Warranty and Non-Contract Customers upon request, unless otherwise specified in the Field Change Order document.

Field Service Self Maintenance Services is responsible for providing the FCO EQ kits and FA Documents for Category (O) Field Change Orders at cost recovery prices and on an exchange basis to Non-Warranty and Non-Contract Customers upon request, unless otherwise specified in the Field Change Order document.

Field Service Self Maintenance Services is responsible for providing the FCO EQ kit and the FA document for Category (F), (I), and (E) Field Change Orders at the then prevailing prices to Non-Warranty and Non-Contract Customers upon request, unless otherwise specified in the Field Change Order document.

Refer to *DEC STD 071-8 Field Change Order Policy - Field Service Self Maintenance Services* (Draft).

3 FIELD CHANGE ORDER CATEGORIZATION POLICY

This section contains the corporate (international) policy for categorizing Field Change Orders. The two main components are the FCO Category and the FCO Implementation Code.

3.1 FIELD CHANGE ORDER CATEGORIES

There are five Field Change Order Categories, which are defined by technical definition. In addition, each FCO Category has Customer Notification Requirements, Implementation Requirements, and Expense Allocation Requirements.

A summary of the FCO expense allocation requirements can be found in Appendix C, *FCO Expense Allocation Requirements*.

3.1.1 Product Safety - Category (S)

3.1.1.1 Technical Definition

An FCO issued to:

a. reduce or eliminate in a product a potential risk of personal injury or substantial property damage

b. make a product compliant with product safety standards, laws, or regulations

3.1.1.2 How to Use

This category must be used when an FCO is required to correct a product safety problem as defined above. Customer Services Product Safety and Liability will identify the problem(s) in accordance with *DEC STD 132-0 Customer Services Product Safety and Liability Policy and Procedures*. This category must be used for all Product Safety FCOs, regardless of the implementation code. The implementation code should be defined by Field Service Product Safety, based on the level of probability of personal injury or the extent of noncompliance with product safety standards, laws, or regulations.

3.1.1.3 Customer Notification Requirements

Warranty and Contract customers will be notified of Category (S) FCOs by the Local Field Service Office, by publication in the DEC-O-LOG FCO notification subscription service, or by publication in the applicable Field Service Price List, unless otherwise specified in the Corporate Implementation Plan.

Non-Warranty and Non-Contract customers will be notified by publication in the DEC-O-LOG FCO notification subscription service or by publication in the Self Maintenance Service Price List, unless otherwise specified in the Corporate Implementation Plan.

3.1.1.4 Implementation Requirements

This Field Change Order must be installed in all affected products maintained by Digital (that is, products under a Digital Warranty or Field Service Maintenance Contract), based on the FCO Implementation Code.

Non-Warranty and Non-Contract customers are strongly advised to install the FCO or have the FCO installed by Digital in all their affected products.

3.1.1.5 Expense Allocation Requirements

All Field Service Offices worldwide must adhere to the following Field Change Order expense allocation requirements.

All material expenses are based on an exchange basis, unless otherwise specified in the FCO Document.

3.1.1.5.1 On-site Warranty and Contract Customers - Digital will be responsible for all travel, installation, and material expenses for all affected warranty and contract products, per the terms and conditions of the applicable warranty or contract.

3.1.1.5.2 Off-site Warranty and Contract Customers - Digital will be responsible for shipping, installation, and material expenses for all affected warranty and contract products, per the terms and conditions of the applicable warranty or contract.

3.1.1.5.3 Non-Warranty and Non-Contract Customers (On-site) - Non-Warranty and Non-Contract customers requesting on-site installation will be charged at the then prevailing Per Call rates and terms and conditions for all affected Non-Warranty and Non-Contract products, unless otherwise specified in the FCO document. Digital will be responsible for all material expenses for all affected Non-Warranty and Non-Contract products, unless otherwise specified in the FCO document.

3.1.1.5.4 Non-Warranty and Non-Contract Customers (Off-site) - Digital will be responsible for off-site installation and material expenses for all affected Non-Warranty and Non-Contract products, unless otherwise specified in the FCO document.

3.1.1.5.5 Non-Warranty and Non-Contract Customers (Material Only) - Non-Warranty and Non-Contract customers requesting material only, will be provided the applicable FCO EQ kit and FA documents at no charge, unless otherwise specified in the FCO document.

3.1.2 Product Operation - Category (O)

3.1.2.1 Technical Definition

An FCO issued to:

a. reduce or eliminate in a product an imminent risk of loss of use of the product

b. reduce or eliminate in a product an imminent risk of significant product degradation and/or abnormal failure(s)

c. reduce or eliminate in a product an imminent risk of loss of data without notification or the output of erroneous data without notification

3.1.2.2 How to Use

This category must be used when an FCO is required to correct a problem as defined above. CSSE will determine whether the problem(s) will result in a permanent or prolonged loss of operation of the product. CSSE will determine whether the problem(s) will cause data to be corrupted or lost during normal operation of the product without notification. This category must be used for all Product Operation FCOs, regardless of the implementation code. The implementation code should be defined by mutual agreement between CSSE and the Field, based on the level of urgency.

3.1.2.3 Customer Notification Requirements

Warranty and Contract customers will be notified of Category (O) FCOs by the Local Field Service Office, by publication in the DEC-O-LOG FCO notification subscription service, or by publication in the applicable Field Service Price List, unless otherwise specified in the Corporate Implementation Plan.

Non-Warranty and Non-Contract customers will be notified by publication in the DEC-O-LOG FCO notification subscription service or by publication in the Self Maintenance Service Price List, unless otherwise specified in the Corporate Implementation Plan.

3.1.2.4 Implementation Requirements

This Field Change Order must be installed in all affected products maintained by Digital (that is, products under a Digital Warranty or Field Service Maintenance Contract), based on the FCO Implementation Code.

Non-Warranty and Non-Contract customers are strongly advised to install the FCO or have the FCO installed by Digital in all their affected products.

3.1.2.5 Expense Allocation Requirements

All Field Service Offices worldwide must adhere to the following Field Change Order expense allocation requirements.

All material expenses are based on an exchange basis, unless otherwise specified in the FCO Document.

3.1.2.5.1 On-site Warranty and Contract Customers - Digital will be responsible for all travel, installation, and material expenses for all affected warranty and contract products, per the terms and conditions of the applicable warranty or contract.

3.1.2.5.2 Off-site Warranty and Contract Customers - Digital will be responsible for shipping, installation, and material expenses for all affected warranty and contract products, per the terms and conditions of the applicable warranty or contract.

3.1.2.5.3 Non-Warranty and Non-Contract Customers (On-site) - Non-Warranty and Non-Contract customers requesting on-site installation will be charged at the then prevailing Per Call rates and terms and conditions for all affected Non-Warranty and Non-Contract products, unless otherwise specified in the FCO document. The Customer will be charged at the then prevailing cost-recovery prices for all material expenses for all affected Non-Warranty and Non-Contract products, unless otherwise specified in the FCO document.

3.1.2.5.4 Non-Warranty and Non-Contract Customers (Off-site) - Non-Warranty and Non-Contract customers requesting off-site installation will be charged at the then prevailing repair rates and terms and conditions for all affected Non-Warranty and Non-Contract products, unless otherwise specified in the FCO document. The Customer will be charged at the then prevailing cost-recovery prices for all material expenses for all affected Non-Warranty and Non-Contract products, unless otherwise specified in the FCO document.

3.1.2.5.5 Non-Warranty and Non-Contract Customers (Material Only) - Non-Warranty and Non-Contract customers requesting material only, will be charged at the then prevailing cost-recovery prices for EQ kits and FA documents, which includes all order-administration, handling, packaging, shipping, and material expenses for all affected Non-Warranty and Non-Contract products, unless otherwise specified in the FCO document.

3.1.3 Product Functionality - Category (F)

3.1.3.1 Technical Definition

An FCO issued to:

a. reduce or eliminate in a product the risk of loss of a specific function within the product

b. ensure product operation to its original functional and/or performance specifications

3.1.3.2 How to Use

This category must be used when an FCO is required to correct a problem as defined above. CSSE will determine whether the problem(s) will result in significant degradation, or a permanent or prolonged loss of a specific function within the product.

CSSE will determine whether the problem(s) will affect the original functional and/or performance specifications of the product. This category must be used for all Product Functionality FCOs, regardless of the implementation code. The implementation code should be defined by mutual agreement between CSSE and the Field, based on the level of urgency.

3.1.3.3 Customer Notification Requirements

Warranty and Contract customers will be notified of Category (F) FCOs by the Local Field Service Office, by publication in the DEC-O-LOG FCO notification subscription service, or by publication in the applicable Field Service Price List, unless otherwise specified in the Corporate Implementation Plan.

Non-Warranty and Non-Contract customers will be notified by publication in the DEC-O-LOG FCO notification subscription service or by publication in the Self Maintenance Service Price List, unless otherwise specified in the Corporate Implementation Plan.

3.1.3.4 Implementation Requirements

This Field Change Order must be installed in all affected products maintained by Digital (that is, products under a Digital Warranty or Field Service Maintenance Contract), based on the FCO Implementation Code.

Non-Warranty and Non-Contract customers are advised to install the FCO or have the FCO installed by Digital in all their affected products.

3.1.3.5 Expense Allocation Requirements

All Field Service Offices worldwide must adhere to the following Field Change Order expense allocation requirements.

All material expenses are based on an exchange basis, unless otherwise specified in the FCO Document.

3.1.3.5.1 On-site Warranty and Contract Customers - Digital will be responsible for all travel, installation, and material expenses for all affected warranty and contract products, per the terms and conditions of the applicable warranty or contract.

3.1.3.5.2 Off-site Warranty and Contract Customers - Digital will be responsible for shipping, installation, and material expenses for all affected warranty and contract products, per the terms and conditions of the applicable warranty or contract.

3.1.3.5.3 Non-Warranty and Non-Contract Customers (On-Site) Non-Warranty and Non-Contract customers requesting on-site installation will be charged at the then prevailing Per Call rates and terms and conditions, and at the then prevailing prices for EQ kits for all affected Non-Warranty and Non-Contract products, unless otherwise specified in the FCO document.

3.1.3.5.4 Non-Warranty and Non-Contract Customers (Off-site) - Non-Warranty and Non-Contract customers requesting off-site installation will be charged at the then prevailing repair rates and terms and conditions, and at the then prevailing prices for EQ kits for all affected Non-Warranty and Non-Contract products, unless otherwise specified in the FCO document.

3.1.3.5.5 Non-Warranty and Non-Contract Customers (Material Only) - Non-Warranty and Non-Contract customers requesting material only, will be charged at the then prevailing prices for EQ kits and FA documents for all affected Non-Warranty and Non-Contract products, unless otherwise specified in the FCO document.

3.1.4 Product Improvement - Category (I)

3.1.4.1 Technical Definition

An FCO issued to:

a. make a product compliant with new Digital and/or industry standards

b. improve product reliability and/or serviceability

c. maintain product compatibility and/or performance

3.1.4.2 How to Use

This category must be used when an FCO is required to make improvements as defined above. CSSE will determine whether the problem(s) affect compliance with new Digital or other industry standards. CSSE will determine whether the improvements affect the reliability or serviceability of the product. CSSE will determine whether the problem(s) affect the products' compatibility. This category must be used for all Product Improvement FCOs, regardless of the implementation code. The implementation code should be defined by mutual agreement between CSSE and the Field, based on the level of urgency.

3.1.4.3 Customer Notification Requirements

Warranty and Contract customers will be notified of Category (I) FCOs by the Local Field Service Office, or by publication in the DEC-O-LOG FCO notification subscription service, or by publication in the applicable Field Service Price List, unless otherwise specified in the Corporate Implementation Plan.

Non-Warranty and Non-Contract customers will be notified by publication in the DEC-O-LOG FCO notification subscription service and by publication in the Self Maintenance Services Price List, unless otherwise specified in the Corporate Implementation Plan.

3.1.4.4 Implementation Requirements

This Field Change Order should be installed in all affected products maintained by Digital (that is, products under a Digital Warranty or Field Service Maintenance Contract), based on the FCO Implementation Code.

Non-Warranty and Non-Contract customers are advised to install the FCO or have the FCO installed by Digital in all their affected products.

3.1.4.5 Expense Allocation Requirements

All Field Service Offices worldwide must adhere to the following Field Change Order expense allocation requirements.

All material expenses are based on an exchange basis, unless otherwise specified in the FCO Document.

3.1.4.5.1 On-site Warranty and Contract Customers - Digital will be responsible for all travel, installation, and material expenses for all affected Warranty and Contract products, per the terms and conditions of the applicable warranty or contract.

3.1.4.5.2 Off-site Warranty and Contract Customers - Digital will be responsible for shipping, installation, and material expenses for all affected Warranty and Contract products, per the terms and conditions of the applicable warranty or contract.

3.1.4.5.3 Non-Warranty and Non-Contract Customers (On-site) - Non-Warranty and Non-Contract customers requesting on-site installation will be charged at the then prevailing Per Call rates and terms and conditions, and at the then prevailing prices for EQ kits for all affected Non-Warranty and Non-Contract products, unless otherwise specified in the FCO document.

3.1.4.5.4 Non-Warranty and Non-Contract Customers (Off-site) - Non-Warranty and Non-Contract customers requesting off-site installation will be charged at the then prevailing repair rates and terms and conditions, and at the then prevailing prices for EQ kits for all affected Non-Warranty and Non-Contract products, unless otherwise specified in the FCO document.

3.1.4.5.5 Non-Warranty and Non-Contract Customers (Material Only) - Non-Warranty and Non-Contract customers requesting material only, will be charged at the then prevailing prices for EQ kits and FA documents, for all affected Non-Warranty and Non-Contract products, unless otherwise specified in the FCO document.

3.1.5 Product Enhancement - Category (E)

3.1.5.1 Technical Definition

An FCO issued to:

a. to enhance the performance, speed, capacity, and/or other characteristics of a product

b. to add new functionality and/or compatibility to a product

c. for cosmetic enhancements

d. for product migration

3.1.5.2 How to Use

This category must be used when an FCO is required to enhance a product as defined above. CSSE will determine whether the changes to the product will result in enhanced performance, new functionality, new compatibility, or cosmetic enhancements. CSSE will also determine whether the changes to the product are related to product migration.

3.1.5.3 Customer Notification Requirements

Warranty and Contract customers will be notified of Category (E) FCOs by the applicable Marketing Organization, by publication in the applicable Field Service Price Lists or by publication in the DEC-O-LOG FCO notification subscription service, unless otherwise specified in the Corporate Implementation Plan.

Non-Warranty and Non-Contract customers will be notified by publication in the DEC-O-LOG FCO notification subscription service and by publication in the Self Maintenance Services Price List, unless otherwise specified in the Corporate Implementation Plan.

3.1.5.4 Implementation Requirements

This Field Change Order will be installed on an as-ordered basis.

3.1.5.5 Expense Allocation Requirements

All Field Service Offices worldwide must adhere to the following Field Change Order expense allocation requirements.

All customers (Warranty and Contract, Non-Warranty and Non-Contract) will be charged at the then prevailing Per Call rates and terms and conditions and at the then prevailing prices for EQ kits and FA documents, unless otherwise specified in the FCO document.

3.2 FIELD CHANGE ORDER IMPLEMENTATION CODES

Field Change Order (FCO) implementation codes are defined by the level of urgency that will be utilized in the implementation of the FCO. The implementation codes are independent of the the FCO categories.

3.2.1 Special Call

3.2.1.1 Definition

a special call is used when the FCO installation is required as soon as possible in all affected units.

3.2.1.2 How to Use

this implementation code is usually used for Category (S) and (O) FCOs. However, other FCO categories may use this implementation code. The majority of these FCOs require the highest installation priority and must be installed as soon as possible.

3.2.1.3 Travel Expense Allocation

The Product Business Unit (PBU) will be responsible for travel costs for all FCOs implemented with a special call.

3.2.2 Planned Call

3.2.2.1 Definition

A Planned Call is used when the FCO must be installed in all affected units. A planned call is defined as an installation call, preventive maintenance call, or other planned customer call. Multiple FCOs must be installed during the planned call, whenever feasible.

3.2.2.2 How To Use

This implementation code is usually used for Category (F) FCOs. However, other FCO categories may use this implementation code. Most of these FCOs are required or advised. The majority of these FCOs require a moderate installation priority and should be installed within a reasonable period of time.

3.2.2.3 Travel Expense Allocation

The Product Business Unit (PBU) will be responsible for a percentage of the travel costs for FCOs implemented with a Planned Call. The percentage will be determined during the FCO Planning Process.

3.2.3 Next Call

3.2.3.1 Definition

A Next Call is used when the FCO is to be installed at the next service call of the affected product. A Next Call is defined as a corrective maintenance call.

3.2.3.2 How To Use

This implementation code may be used for Category (S) and (I) FCOs under certain conditions. However, other FCO categories may use this implementation code. Most of these FCOs must be installed prior to or during corrective maintenance of the affected product.

3.2.3.3 Travel Expense Allocation

The Product Business Unit (PBU) will not be responsible for travel costs for FCOs implemented with a Next Call.

3.2.4 Convenience Call

3.2.4.1 Definition

A Convenience Call is used when the FCO is to be installed at the customer's convenience. A Convenience Call is reserved for those FCOs where all customers, including Warranty and Contract customers, will have the FCO installed on a per-call basis.

3.2.4.2 How To Use

This implementation code is typically used for Category (E) FCOs where the FCO is requested by the customer and will be installed on a per-call basis.

3.2.4.3 Travel Expense Allocation

The Product Business Unit (PBU) will not be responsible for travel costs for FCOs implemented with a Convenience Call, unless otherwise specified in the Corporate Implementation Plan.

4 FIELD CHANGE ORDER INSTALLATION AND MATERIAL POLICY

The following section contains the corporate (international) policies regarding Field Change Order Installation and Material.

FCO installation scheduling policy, product expiration policy, pre-contract inspection policy, and other specific installation policies for Non-Warranty and Non-Contract customers are defined in the Installation Policy section.

FCO material warranty policy, material availability policy, material terms of availability policy, and material prices policy for Warranty and Contract customers, and Non-Warranty and Non-Contract customers are defined in the Material Policy section.

4.1 FIELD CHANGE ORDER INSTALLATION POLICY

FCO installation scheduling policy, product expiration policy, pre-contract inspection policy, and other specific installation policy for Non-Warranty and Non-Contract customers are defined in this section.

All Field Service Offices worldwide must adhere to the following Field Change Order installation policies.

4.1.1 FCO Installation Scheduling

4.1.1.1 Warranty and Contract Customers With DECSERVICE

In an effort to minimize disruption to the customer's operation, FCO installation will be performed at a time which is most convenient to the customer. However, the scheduled start time must be within the warranty or contract hours of coverage and the scheduled completion time must end no later than three hours after the selected coverage. If Digital exceeds the properly scheduled installation start and completion time due to causes not the fault of the customer, Digital will bear the labor expense for the extended installation time.

Customers requesting FCOs to be installed at times other than those specified in the above policy, will be charged at the then prevailing Per Call rates and terms and conditions excluding material charges.

4.1.1.2 Warranty and Contract Customers with BASICSERVICE

In an effort to minimize disruption to the customer's operation, FCO installation will be performed at a time that is most convenient to the customer. However, the scheduled start time and completion time must be within the warranty or contract hours of coverage. If Digital exceeds the properly scheduled installation start and completion time due to causes not the fault of the customer, Digital will bear the labor expense for the extended installation time.

Customers requesting FCOs to be installed at times other than those specified in the above policy, will be charged at the then prevailing Per Call rates and terms and conditions excluding material charges.

4.1.2 FCO Installation Warranty And Contract Expiration

FCOs will be scheduled for installation in the normal course of business and in accordance with their implementation codes, without regard to warranty or contract expiration considerations.

Upon expiration or termination of the Digital Warranty or Digital Field Service Contract, Digital will no longer install FCOs under the terms and conditions of the expired or terminated warranty or contract.

4.1.3 FCO Installation Pre-Contract Inspection

Non-Warranty and Non-Contract customers requesting a Digital Field Service Maintenance Contract will require a pre-contract FCO inspection to determine the current FCO status of each product. Each product must be updated to its current revision level and the FCO expense will be based on Non-Warranty and Non-Contract expense allocation requirements.

4.1.4 FCO Installation Non-Warranty And Non-Contract Customers

The following policies are applicable when Non-Warranty and Non-Contract customers (Per Call, Self Maintenance, and other Non-Warranty/Non-Contract customers) elect to use Digital Field Service on a per-call basis, do their own maintenance, or contract a third party to install FCOs.

4.1.4.1 Customer Responsibilities for Installation of FCOs

It is the responsibility of the Non-Warranty and Non-Contract customer to develop and manage an FCO installation program according to his/her specific needs. Digital assumes no liability for operation or maintenance problems that may occur as a result of random FCO installation.

All Non-Warranty and Non-Contract customers are strongly advised to adhere to the following guidelines:

1. Digital recommends that all Non-Warranty and Non-Contract customers subscribe to the DEC-O-LOG FCO notification service.
2. Digital recommends that all Non-Warranty and Non-Contract customers commit themselves to an FCO installation program.
3. Digital recommends that all Non-Warranty and Non-Contract customers commit to the sequential installation of all applicable FCOs.

All Non-Warranty and Non-Contract customers requesting FCOs to be installed on a per-call basis will first be responsible for all expenses associated with updating the applicable product to its current FCO level prior to installing the requested FCO. All expenses will be in accordance with the Non-Warranty and Non-Contract expense allocation requirements.

4.2 FIELD CHANGE ORDER MATERIAL POLICY

The FCO Material Warranty Policy, Material Availability Policy, Material Terms of Availability Policy, and Material Prices Policy for Warranty and Contract customers, and Non-Warranty and Non-Contract customers are defined in this section.

All Field Service Offices worldwide must adhere to the following Field Change Order material policies.

4.2.1 FCO Material Warranty

4.2.1.1 Warranty and Contract Customers

All Field Change Orders are warranted against defects in workmanship and material for a period of 90 days from the date of delivery or installation by Digital, or per the terms and conditions of the applicable warranty or contract.

4.2.1.2 Non-Warranty and Non-Contract Customers

All Field Change Orders installed at the then prevailing per-call rates and terms and conditions are warranted against defects in workmanship and material for a period of 90 days from the date of delivery or installation by Digital.

All Field Change Order EQ kits purchased by Non-Warranty and Non-Contract customers, are warranted against defects in workmanship and material for a period of 90 days from the date of delivery.

4.2.2 FCO Material Availability

4.2.2.1 Warranty and Contract Customers

Digital will provide EQ kits and FA documents to all local field service offices. The local field service office will be responsible for installing the FCO per the terms and conditions of this policy.

4.2.2.2 Non-Warranty and Non-Contract Customers

Digital will provide EQ kits and FA documents through the Self Maintenance Services Group to all Non-Warranty and Non-Contract customers at the then prevailing prices and terms and conditions. All EQ kits and FA documents will be published in the DEC-O-LOG FCO notification subscription service and the Self Maintenance Services Price List.

4.2.3 FCO Material Term Of Availability

4.2.3.1 Warranty and Contract Customers

Field Change Order EQ kits and FA documents will be available to all Warranty and Contract customers for a maximum period of two years from the date the FCO is released, unless otherwise specified in the FCO document or any supplement FCO document.

Field Change Orders will be deemed "released" on the FCO Release Date or Parts Availability Date (whichever is the later), identified on Revision A of the FCO document.

4.2.3.2 Non-Warranty and Non-Contract Customers

Field Change Order EQ kits and FA documents will be available to all Non-Warranty and Non-Contract customers for a maximum period of two years from the first publication in the Self Maintenance Services Price List, unless otherwise specified in the FCO document or any supplement FCO document.

4.2.4 FCO Material Prices

4.2.4.1 Warranty and Contract Customers

Digital is responsible for providing FCO EQ kits and FA documents for Category (S), (O), (F), and (I) FCOs to all Warranty and Contract Customers, per the terms and conditions of this policy.

Digital is responsible for providing FCO EQ kits and FA documents for Category E FCOs to all Warranty and Contract Customers, at the then prevailing prices and terms and conditions.

4.2.4.2 Non-Warranty and Non-Contract Customers

Self Maintenance Services is responsible for providing FCO EQ kits and FA documents for Category (S) FCOs at no charge to all Non-Warranty and Non-Contract customers.

Self Maintenance Services is responsible for providing FCO EQ kits and FA documents for Category (O) FCOs at cost-recovery prices to all Non-Warranty and Non-Contract customers.

Self Maintenance Services is responsible for providing FCO EQ kits and FA documents for Category (F), (I), and (E) FCOs at the then prevailing prices to all Non-Warranty and Non-Contract customers.

5 FCO PROCESS GENERAL OVERVIEW

A general overview of the process which takes place during FCO development, planning, and implementation is described in the following subheads.

5.1 INITIATION OF AN FCO

CSSE shall transform field-affected ECOs into FCOs or originate FCOs as needed. When the need for an FCO has been established, CSSE shall convene a CSSE FCO TEAM.

5.2 CSSE FCO TEAM

The CSSE FCO TEAM shall prepare the FCO Document and the Preliminary FCO Corporate Implementation Plan. The CSSE FCO team will obtain all preliminary information necessary to complete the Preliminary FCO CIP. Information such as affected geography population and total FCO expense must be estimated as accurately as possible.

5.3 SAFETY AND QUALITY REVIEW

Customer Services Product Safety and Liability (CPS & L) and Field Service Headquarters Logistics Quality (FSHLQ) shall review the draft FCO Document and the Preliminary FCO CIP to ensure that the change meets the requirements of their respective organizations with regard to product safety and quality issues.

5.4 FINANCIAL REVIEW

The Finance member of the CSSE FCO TEAM shall review the financial impact of the FCO CIP and measure to budget. Further Field Service Finance review may be required based on the total FCO CIP expense.

5.5 PRELIMINARY FCO CIP APPROVAL

The Preliminary FCO CIP shall be submitted for signatory approval to the appropriate level of CSSE, Field Service Finance, and Field Service Headquarters Logistics management as required by the Preliminary FCO CIP Signature Approval Matrix (Appendix A of this standard).

5.6 FINAL FCO CIP PREPARATION AND REVIEW

A Final FCO CIP is prepared by the CSSE FCO Team when detailed implementation plans, final unit volumes, and material availability are known.

The Final FCO CIP and the Final FCO document shall be reviewed by all members of the CSSE FCO Team.

5.7 FINAL FCO CIP APPROVAL

If the Final FCO CIP expense identified in Schedule A (section IV) of the Preliminary FCO CIP Signature Approval Matrix, increases by 10%, from the Preliminary FCO CIP expense, or to an extent that it requires an additional level of approval, the Final FCO CIP must be resubmitted for approval per the Preliminary FCO CIP Signature Approval Matrix (Appendix A)

If the Final FCO CIP expense identified in Schedule A (section IV) of the Preliminary FCO CIP Signature Approval Matrix, does not increases by 10%, from the Preliminary FCO CIP expense, or to an extent that it requires an additional level of approval, the Final FCO CIP must be approved by the three Field Service Base Geography Groups (USA, Europe, GIA) and Field Service Self Maintenance Services per the Final FCO CIP Signature Approval Matrix (Appendix B).

The FCO shall not be considered approved for implementation until all required signatures are obtained (Preliminary FCO CIP Signatures and Final FCO CIP Signatures).

NOTE

Failure to obtain approval from one or two Field Service Base Geography Groups shall not hold up the release of the FCO document in the remaining Base Geographies. Although each Base Geography must implement the FCO, the timing does not necessarily have to be in perfect synchronization for every FCO.

5.8 MATERIAL ORDERING

Approval of the Preliminary FCO CIP by CSSE, Field Service Finance, Field Service Headquarters Logistics, and/or FSMC shall constitute Field Service Headquarters Logistics' commitment to establish negotiations with the manufacturing source(s) for material and to initiate preliminary planning for material acquisition to support the Preliminary FCO CIP.

Approval of the Final FCO CIP by Field Service Self Maintenance Services and the three Field Service Base Geography Groups (USA, Europe, GIA) shall constitute Field Service Headquarters Logistics' commitment to initiate final planning for material acquisition to support the Final FCO CIP.

5.9 FCO PUBLISHING AND DISTRIBUTION

The completed FCO package (including both FCO document and Final FCO CIP) shall be forwarded to MicroMedia Publishing. The FCO document will be reviewed for final editing and prepared for publication.

Once the FCO has been approved in accordance with subheads 5.5 and 5.7, MicroMedia Publishing shall publish the FCO document. MicroMedia Publishing may not release the FCO unless the corresponding FCO CIP has been approved and received.

5.10 IMPLEMENTATION AND FCO TRACKING

FSHL Business Unit (LBU) Product Management shall monitor the material flow into the appropriate stockroom(s) for kitting and delivery to locations specified in the FCO CIP.

Field Service Base Geography Groups shall begin implementing the FCO according to their Field Implementation Plan and as defined within the FCO Corporate Implementation Plan.

Field Service Base Geography Groups are responsible for reporting actual installation volumes and expense on a monthly basis, during the FCO implementation phase.

5.11 END OF LIFE

The CSSE FCO Team is responsible for generating the FCO End-of-Life Plan. This plan will be generated during the implementation phase of the FCO. Any deviation from the FCO End-of-Life Plan shall be determined by the CSSE FCO Team.

The CSSE FCO Team shall conduct a Post Partum at the end of the FCO. An FCO Post Partum Report will be generated and distributed.

6 FCO NOTIFICATION PUBLICATIONS

6.1 WEEKLY SPEED BULLETIN (DIGITAL INTERNAL DISTRIBUTION ONLY)

All Digital FCOs are published on a weekly basis on microfiche (Weekly Speed Bulletin). This media is used to notify all Local Field Service Offices of the FCO.

6.2 FIELD IMPLEMENTATION PLAN

Each Field Service Base Geography publishes and distributes a Field Implementation Plan for each FCO to ensure that the FCO is implemented in all affected Warranty and Contract products in a timely manner, as defined in this standard.

6.3 FIELD CHANGE ORDER LOG (DEC-O-LOG)

Non-Warranty and Non-Contract Customer notification of FCOs is provided by Field Service Self Maintenance Services via the DEC-O-LOG FCO notification subscription service. Subscription prices are published in the Field Service Self Maintenance Services Price List.

Field Service reviews all engineering modifications issued for each of its hardware products and identifies those modifications which will be issued as Field Change Orders (FCOs). A log is maintained for each product containing a listing of all FCOs issued for that product. That log is called DEC-O-LOG.

Each DEC-O-LOG provides a synopsis of Field Change Orders issued by Digital for a particular product. These synopses contain information about the FCO such as problem symptoms, a description of the field change, an FCO "quick check", the effectivity of the FCO and the availability of FCO kits and documentation.

APPENDIX A FIELD CHANGE ORDER - PRELIMINARY CORPORATE IMPLEMENTATION PLAN

A.1 SIGNATURE APPROVAL MATRIX

	>$0 <$100K =	>$100K <$1M =	>$1M <$10M =	$10M>
CSSE SEE NOTE 1 SEE NOTE 2	CSSE SENIOR MANAGER DATE _____	CSSE GROUP MANAGER DATE _____	CSSE MANAGER DATE _____	
FIELD SERVICE FINANCE	CSSE PRODUCT FINANCE MANAGER DATE _____	FIELD SERVICE CSSE FINANCE OPS MANAGER DATE _____	FIELD SERVICE CONTROLLER DATE _____	FIELD SERVICE MANAGEMENT COMMITTEE (FSMC)
FIELD SERVICE PRODUCT SAFETY AND LIABILITY SEE NOTE 3	FIELD SERVICE PRODUCT SAFETY AND LIABILITY MANAGER DATE _____	FIELD SERVICE PROCESS DEVELOPMENT MANAGER DATE _____	CSSE OPERATIONS MANAGER DATE _____	
FIELD SERVICE HQ. LOGISTICS	FIELD SERVICE HQ. LOGISTICS BUSINESS UNIT MATERIAL MGR DATE _____	FIELD SERVICE HQ. LOGISTICS BUSINESS GROUP MANAGER DATE _____	FIELD SERVICE HQ. LOGISTICS MANAGER DATE _____	SEE NOTE 4

Note 1: CSSE MANAGER must approve all Preliminary FCO Corporate Implementation Plans for all FCOs that deviate from the FCO expense allocation requirements.

Note 2: If the Final FCO CIP expense identified in Schedule A Item IV, increases by 10% from the Preliminary FCO CIP expense, or to an extent that it requires an additional level of approval, the Final FCO CIP must be re-approved.

Note 3: FSPS&L must approve all Preliminary FCO Corporate Implementation Plans for all Category (S) FCOs (FSPS&L signature required for Cateogory (S) only).

Note 4: FSMC must approve all Preliminary FCO Corporate Implementation Plans for all FCOs over $10 million.

APPENDIX B FIELD CHANGE ORDER - FINAL CORPORATE IMPLEMENTATION PLAN

B.1 SIGNATURE APPROVAL MATRIX

	>$0 <$100K =	>$100K <$1M =	>$1M <$10M =	$10M>
FIELD SERVICE BASE GEOGRAPHY GROUPS	USA FCO PROGRAM MGR DATE _____	USA SUPPORT MANAGER DATE _____	USA F.S. MANAGER DATE _____	FIELD SERVICE MANAGEMENT COMMITTEE (FSMC)
	EUROPE FCO PROGRAM MGR DATE _____	EUROPE SUPPORT MANAGER DATE _____	EUROPE F.S. MANAGER DATE _____	
	GIA FCO PROGRAM MGR DATE _____	GIA SUPPORT MANAGER DATE _____	GIA F.S. MANAGER DATE _____	
FIELD SERVICE SELF MAINTENANCE SERVICES	SMS FCO PROGRAM MGR DATE _____	SMS SUPPORT MANAGER DATE _____	SMS F.S. MANAGER DATE _____	

APPENDIX C FCO EXPENSE ALLOCATION REQUIREMENTS

The responsibilities for travel, installation, order-administration, handling, packaging, shipping, and material expenses for all Field Change Orders are allocated as follows, unless otherwise specified in the Field Change Order document. Digital (DEC) expense responsibility will be per the terms and conditions of the applicable warranty or contract. Customer (CUS) expense responsibility will be charged at the then prevailing Per Call rates and terms and conditions.

FIELD CHANGE ORDER – SUMMARY OF EXPENSE ALLOCATION RESPONSIBILITY BY PRODUCT SERVICE STATUS													
	WARRANTY				CONTRACT				NON–WARRANTY/NON–CONTRACT				
FCO CATEGORY	ON–SITE		OFF–SITE		ON–SITE		OFF–SITE		ON–SITE		OFF–SITE		MATERIAL ONLY **
	TRAVEL INSTALL	EQ KIT	INSTALL	EQ KIT	TRAVEL INSTALL	EQ KIT	INSTALL	EQ KIT	TRAVEL INSTALL	EQ KIT	INSTALL	EQ KIT	ORDER–ADMIN, HANDLING, PKG, SHIPPING, & EQ KIT
S	DEC	DEC	DEC	DEC	DEC	DEC	DEC	DEC	CUS	DEC	DEC	DEC	DEC
O	DEC	DEC	DEC	DEC	DEC	DEC	DEC	DEC	CUS	CUS*	CUS	CUS*	CUS*
F	DEC	DEC	DEC	DEC	DEC	DEC	DEC	DEC	CUS	CUS	CUS	CUS	CUS
I	DEC	DEC	DEC	DEC	DEC	DEC	DEC	DEC	CUS	CUS	CUS	CUS	CUS
E	CUS	CUS	CUS	CUS	CUS	CUS	CUS	CUS	CUS	CUS	CUS	CUS	CUS

* FCO material (EQ Kits) will be provided at the then prevailing cost-recovery prices.

** FCO material (EQ Kits) are available through Digital Self Maintenance Services Group on an exchange basis, unless otherwise specified in the FCO document.

APPENDIX D REFERENCED DOCUMENTS

D.1 EL-Class Digital Documents

EL-Class Number	Document Title
EL-00071-01	*DEC STD 071-1 Field Change Order Policy - Customer Services Systems Engineering (CSSE)*
EL-00071-02	*DEC STD 071-2 Field Change Order Conventions and Processing-Customer Service Logistics*
EL-00071-03	*DEC STD 071-3 Field Change Order Conventions and Processing - Field Service Product Safety and Liability*
EL-00071-04	*DEC STD 071-4 Field Change Order Conventions and Processing - Customer Services Base Geography Groups*
EL-00071-05	*DEC STD 071-5 Field Change Order Policy - Micromedia Publishing*
EL-00071-06	*DEC STD 071-6 Field Change Order Conventions and Processing - Field Service Logistics (FSL) Quality Management Office*
EL-00071-07	*DEC STD 071-7 Field Change Order Conventions and Processing - Customer Services Finance*
EL-00100-00	*DEC STD 100-0 Policy and Requirements for the Product Change Process*
EL-00100-01	*DEC STD 100-1 Engineering Change Orders - Hardware*
EL-00132-00	*DEC STD 132-0 Customer Services Product Safety and Liability Policies and Procedures*

Use VTX SMC to order copies of EL-class documents from Standards and Methods Control. Send distribution questions to JOKUR::SMC or call DTN: 234-4423.

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